

May 2, 2012

Mr. David Kappos
Undersecretary For Intellectual Property & Director
Patent & Trademark Office
Fax: 571.273.0464

Re: Patent # 6669657 Application # 09665608

Dear Mr. Kappos:

I am writing to request your personal attention to my case. On January 27, 2012 I faxed a letter to your office requesting your assistance in the reconsideration of the surcharge for expired patents. In addition to the communication I faxed to your office, I faxed a credit card payment form for the small entity seven and half year maintenance fee and surcharge (\$1425 + 75.00). Unbeknownst to me, I mistakenly omitted the credit card expiration date.

On or about January 31, 2012, I received a *call* from a Patent and Trademark Office representative informing me the credit card payment form I submitted did not include the credit card expiration date, which was needed for processing. I was told, once it was "received", my information would be "sent over". I believed this call was a direct result of the letter sent to your office. Within the hour, I faxed a completed form to the fax number provided by the representative. My credit card was charged and I believed the waiver request I submitted to your office had therefore been approved.

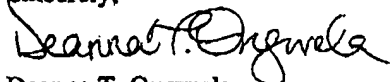
However, I received a communication mailed March 5, 2012 from Charles Steven Brantley, Senior Petitions Attorney, Office of Petitions informing me my petition was dismissed. Mr. Brantley's letter also included an additional \$700 surcharge and also further discussion of submitting \$1565 in fees. I phoned Mr. Brantley on March 26, 2012 to experience an abrupt, insensitive attitude. He informed me I needed to pay \$400 to have my petition considered. I informed him the purpose of my request to your office was to have my situation reviewed, as I did not have the additional funds to pay for an unavoidable or unintentional waiver due to the death discussed in my January 27 communication. I also, told him, I was not aware of a \$400 fee. He repeatedly stated, "Well now you know...Well now you know..." cutting off my explanations. He let me know since he has now informed me of the \$400 fee, I was just to pay it because now I know!

I made Mr. Brantley aware of his rude treatment and attitude, letting him know I am sure he receives a lot of papers across his desk. However, I am a person behind a piece of paper on his desk. He then apologized for his attitude informing me he was just trying to

help me. Knowing his original attitude and treatment, I was now not sure how that was possible.

When I faxed the first credit card payment form on January 6, 2012 with my small entity seven and a half year maintenance fee paper work I *did not* receive a call nor were the funds charged to my credit card. Therefore, after submitting the form a second time on January 27, 2012 with my waiver request to your office and receiving the call and the money was charged to my credit card, I believed it was a direct result of the communication to your office. Please review my patent status, extenuating circumstances and communications in this matter accepting the previously paid \$1500 as a resolution to this matter. Thank you in advance for your close attention to this matter. Your assistance is greatly appreciated. I can be reached at 410.880.4091 or deanna@deannateetee.com.

Sincerely,



Deanna T. Ongwela
Patent #: 6669657
Application #: 09/665608
9231 Redbridge Court
Laurel, MD 20723
410.880.4091